



## UNITED STATES PATENT AND TRADEMARK OFFICE

COMMISSIONER FOR PATENTS  
UNITED STATES PATENT AND TRADEMARK OFFICE  
WASHINGTON, D.C. 20231  
www.uspto.gov



Bib Data Sheet

<b>SERIAL NUMBER</b> 09/547,627	<b>FILING DATE</b> 04/12/2000 <b>RULE</b> _	<b>CLASS</b> 379	<b>GROUP ART UNIT</b> 2743	<b>ATTORNEY DOCKET NO.</b> 066416.0103
<b>APPLICANTS</b> Daniel H. Duncan, Austin, TX ; Alexander N. Svoronos, Austin, TX ; Thomas J. Miller, Westfield, NJ ;				
<b>** CONTINUING DATA *****</b>				
<b>** FOREIGN APPLICATIONS *****</b>				
<b>IF REQUIRED, FOREIGN FILING LICENSE</b> <b>GRANTED ** 07/06/2000</b>			<b>** SMALL ENTITY **</b>	
Foreign Priority claimed <input type="checkbox"/> yes <input type="checkbox"/> no 35 USC 119 (a-d) conditions <input type="checkbox"/> yes <input type="checkbox"/> no <input type="checkbox"/> Met after Allowance		<b>STATE OR COUNTRY</b> TX	<b>SHEETS DRAWING</b> 2	<b>TOTAL CLAIMS</b> 50
Verified and Acknowledged _____ Examiner's Signature Initials		<b>INDEPENDENT CLAIMS</b> 5		
<b>ADDRESS</b> <i>see change of address</i> Robert W Holland Baker Botts LLP 2001 Ross Avenue Dallas, TX 75201-2980				
<b>TITLE</b> Method and system for scheduling inbound inquiries				
<b>FILING FEE RECEIVED</b> 758	FEES: Authority has been given in Paper No. _____ to charge/credit DEPOSIT ACCOUNT No. _____ for following:		<input type="checkbox"/> All Fees <input type="checkbox"/> 1.16 Fees ( Filing ) <input type="checkbox"/> 1.17 Fees ( Processing Ext. of time ) <input type="checkbox"/> 1.18 Fees ( Issue ) <input type="checkbox"/> Other _____ <input type="checkbox"/> Credit	



## UNITED STATES PATENT AND TRADEMARK OFFICE

COMMISSIONER FOR PATENTS  
UNITED STATES PATENT AND TRADEMARK OFFICE  
WASHINGTON, D.C. 20231  
www.uspto.gov

Bib Data Sheet

CONFIRMATION NO. 5455

SERIAL NUMBER 09/547,627	FILING DATE 04/12/2000  RULE	CLASS 379	GROUP ART UNIT 2642	ATTORNEY DOCKET NO. 066416.0103
-----------------------------	---------------------------------------	--------------	------------------------	---------------------------------------

## APPLICANTS

Daniel N. Duncan, Austin, TX;

Alexander N. Svoronos, Austin, TX;

Thomas J. Miller, Westfield, NJ;

\* CONTINUING DATA \*\*\*\*\*

\* FOREIGN APPLICATIONS \*\*\*\*\*

IF REQUIRED, FOREIGN FILING LICENSE GRANTED \*\* SMALL ENTITY \*\*

\*\* 7/06/2000

Foreign Priority claimed <input type="checkbox"/> yes <input checked="" type="checkbox"/> no	STATE OR COUNTRY TX	SHEETS DRAWING 2	TOTAL CLAIMS 50	INDEPENDENT CLAIMS 5
35 USC 119 (a-d) conditions met <input type="checkbox"/> yes <input checked="" type="checkbox"/> no Allowance <input type="checkbox"/> Met after	Verified and Acknowledged	Examiner's Signature	Initials	

## ADDRESS

33438

HAMILTON &amp; TERRILE, LLP

P.O. BOX 203518

AUSTIN, TX

78720

## TITLE

Method and system for scheduling inbound inquiries

FILING FEE  RECEIVED 878	FEES: Authority has been given in Paper No. _____ to charge/credit DEPOSIT ACCOUNT No. _____ for following:	<input type="checkbox"/> All Fees <input type="checkbox"/> 1.16 Fees ( Filing ) <input type="checkbox"/> 1.17 Fees ( Processing Ext. of time ) <input type="checkbox"/> 1.18 Fees ( Issue )
-----------------------------------	---	---